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DCCStands VEGA3000

Castles VEGA3000 PIN Pad Terminal Stand User Manual

Model: VEGA3000 | Brand: DCCStands

1. Product Overview

The DCCStands Castles VEGA3000 PIN Pad Terminal Stand is a robust and versatile solution designed to enhance the customer payment experience. Manufactured from sturdy steel with a durable powder-coated finish, this stand provides a secure and convenient mounting point for your Castles VEGA3000 PIN Pad. Its design allows for significant tilt (up to 60°) and swivel (a full 190°), facilitating easy movement of the device between merchant and customer. The freestanding design, supported by an 8" x 8" square countertop plate, ensures stability and flexibility in placement.



Figure 1.1: Front view of the Castles VEGA3000 PIN Pad Terminal Stand with its square base plate.

2. Product Features

- **Durable Construction:** Manufactured from sturdy steel with a durable powder-coated finish for long-lasting use and protection.
- **Enhanced Customer Experience:** Designed to improve payment transactions by allowing the terminal to be easily moved between merchant and customer.
- **Flexible Movement:** Features a tilt range of up to 60° and a full 190° swivel capability.
- **Freestanding Design:** Includes an 8" x 8" square countertop plate for stable, freestanding placement without permanent mounting.
- **Cable Management:** Integrated flange cover helps conceal and protect wires, reducing clutter and potential damage.

- **Security:** Mount keeps the terminal secure, minimizing chances of damage and theft.
- **Compatibility:** Specifically designed to fit the Castles VEGA3000 PIN Pad.
- **Easy Installation:** Supplied fully built with options for securing the stand using screws or an adhesive pad.



Figure 2.1: The terminal stand securely holding a payment device, demonstrating its use in a retail environment.

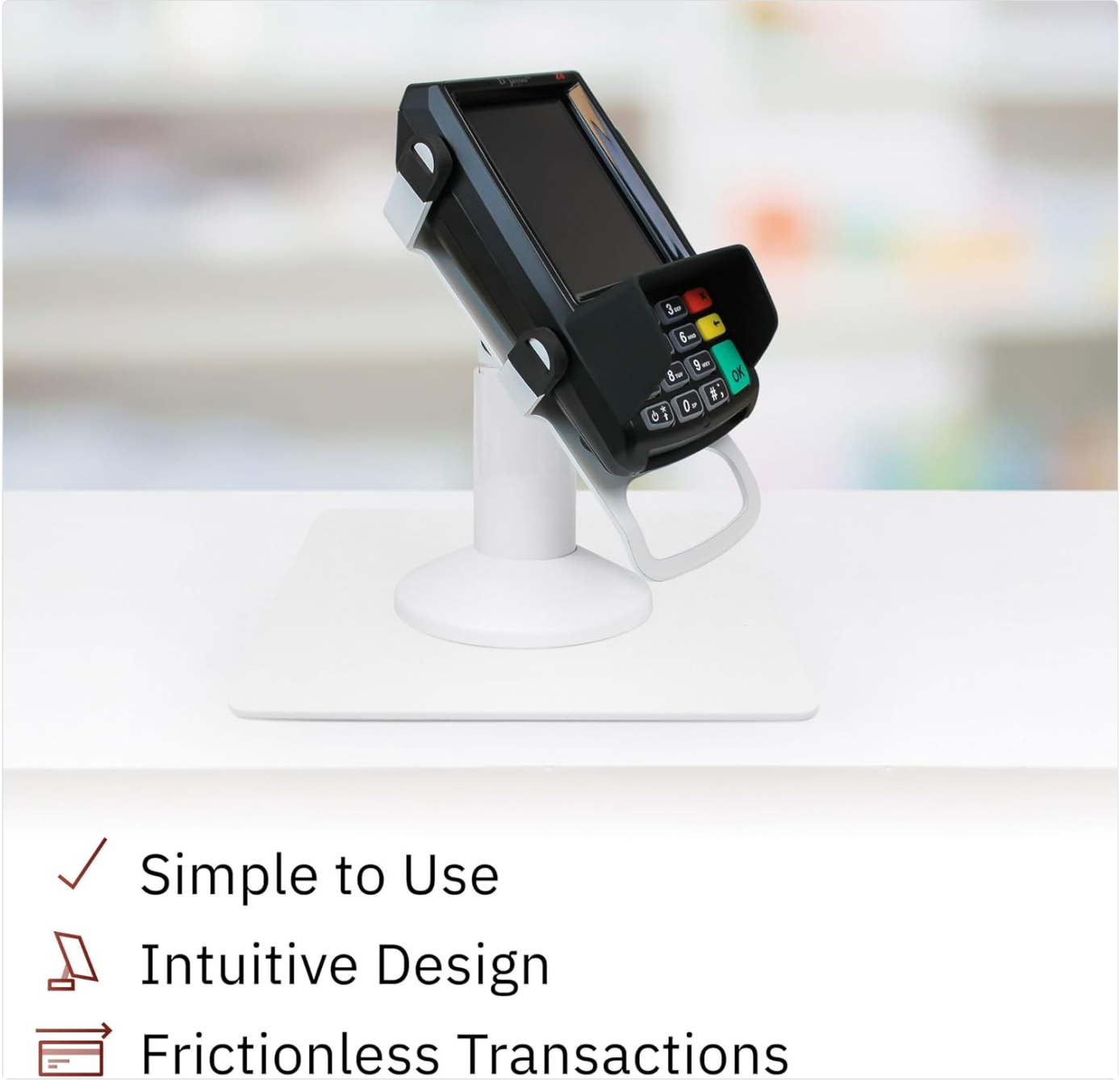


Figure 2.2: The stand's intuitive design facilitates simple and frictionless transactions.

3. Package Contents

Please verify that all components are present in the package before proceeding with installation.

- 1 x Castles VEGA3000 PIN Pad Terminal Stand (fully assembled)
- 1 x 8" x 8" Square Countertop Plate
- Mounting Screws (for attaching stand to plate)
- Adhesive Pad (alternative securing method for plate)

Note: The Castles VEGA3000 PIN Pad terminal is not included with this stand.

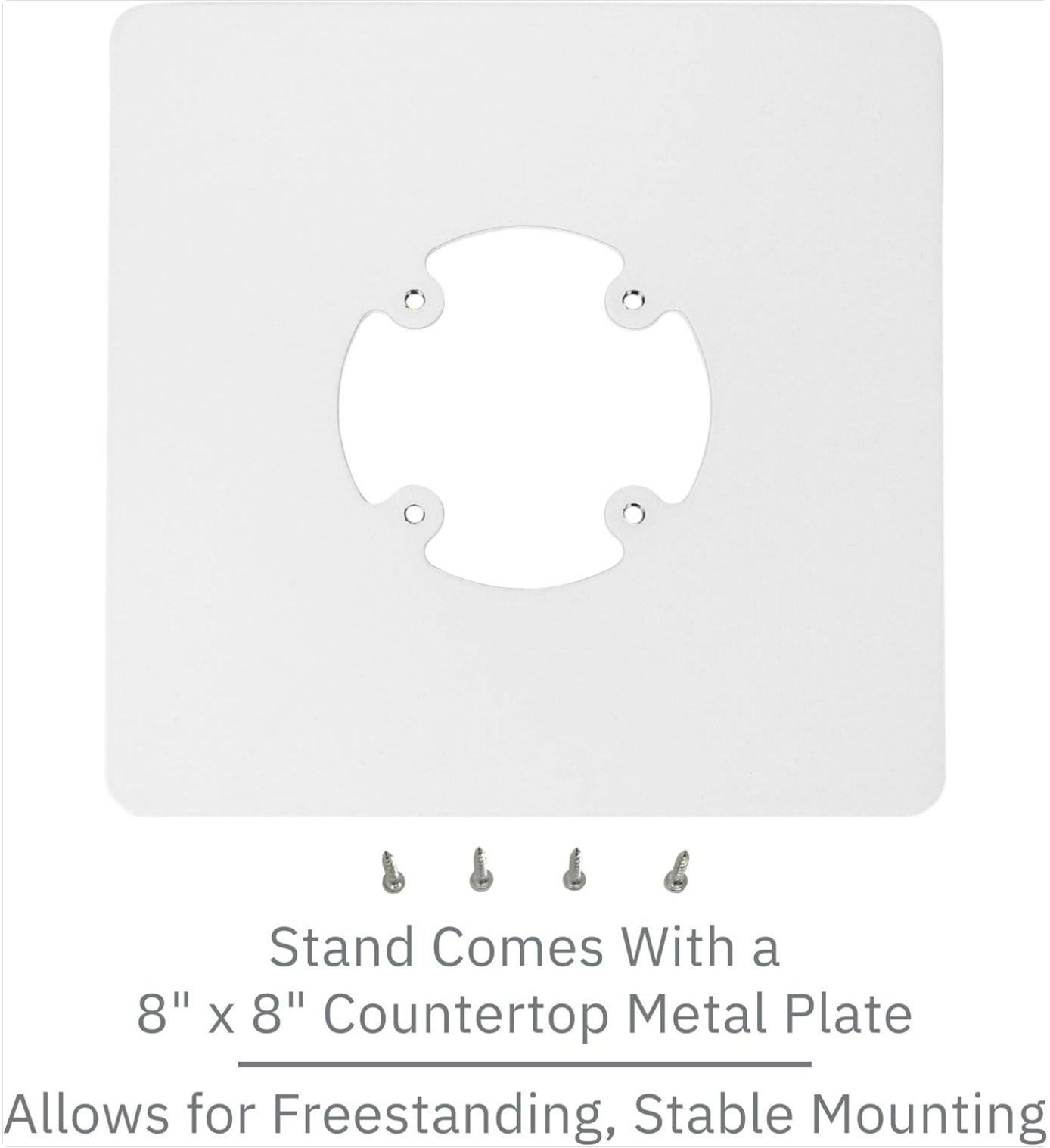


Figure 3.1: The included 8" x 8" square countertop metal plate and mounting screws.

4. Setup and Installation

The terminal stand is supplied fully built for a straightforward installation process. You have two primary methods for securing the stand to your countertop: using screws for a permanent fixture or an adhesive pad for a less permanent solution.

4.1 Attaching the Stand to the Square Plate

1. Place the square countertop plate on a flat, stable surface where you intend to position the terminal stand.
2. Align the base of the terminal stand with the central mounting holes on the square plate. The stand's base has pre-drilled holes that match the plate.

3. Using the provided screws, securely fasten the stand to the plate. Ensure all screws are tightened to prevent wobbling.

4.2 Securing the Plate to the Countertop (Optional)

While the stand is designed to be freestanding, you can further secure the square plate to your countertop using one of the following methods:

Method A: Using Screws (Permanent Installation)

1. Once the stand is attached to the plate, position the entire assembly on your desired countertop location.
2. Mark the positions for drilling through the pre-drilled holes on the square plate onto your countertop.
3. Remove the stand and plate. Drill pilot holes into the countertop at the marked positions (ensure appropriate drill bit for your countertop material).
4. Reposition the stand and plate, then secure the plate to the countertop using appropriate screws (not included, as countertop material varies).

Method B: Using Adhesive Pad (Less Permanent Installation)

1. Ensure the countertop surface is clean, dry, and free of dust or grease.
2. Peel off the protective backing from one side of the provided adhesive pad.
3. Carefully apply the adhesive pad to the underside of the square countertop plate, ensuring it is centered and flat.
4. Peel off the remaining protective backing from the adhesive pad.
5. Firmly press the entire stand assembly onto the desired countertop location. Apply pressure for several seconds to ensure good adhesion.

4.3 Securing the Castles VEGA3000 PIN Pad

The stand is designed with a custom cradle to securely hold the Castles VEGA3000 PIN Pad. Gently slide your PIN Pad into the cradle until it clicks into place or is firmly seated. Ensure all cables are routed neatly through the integrated flange cover at the base of the stand to maintain a clean appearance and prevent damage.

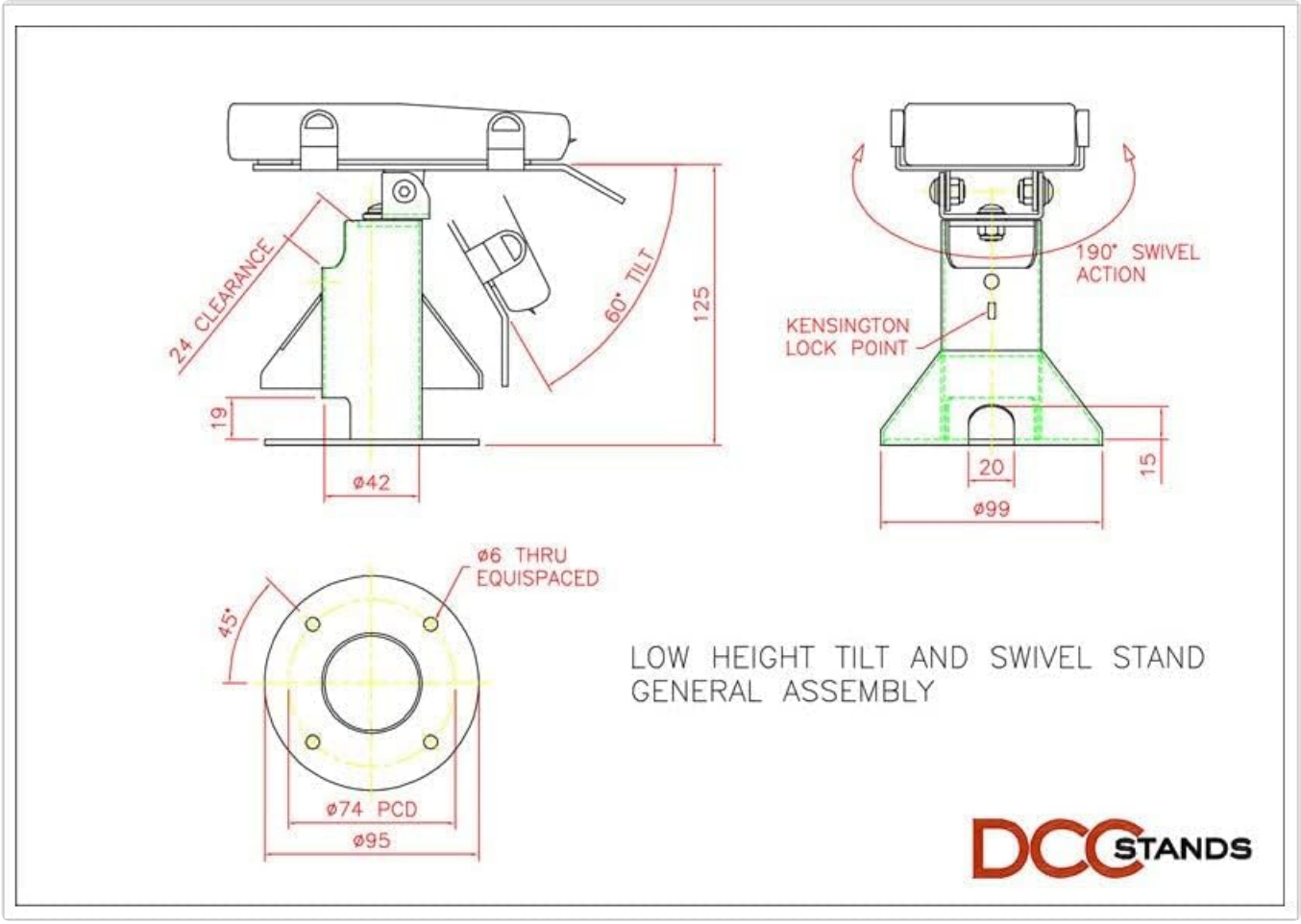


Figure 4.1: Technical drawing illustrating the dimensions and mounting points of the stand.

5. Operation

The Castles VEGA3000 PIN Pad Terminal Stand is designed for ease of use, allowing for flexible positioning of your payment terminal.

5.1 Swivel Functionality

The stand allows for a full 190° swivel action. To swivel the terminal, gently grasp the terminal or the top portion of the stand and rotate it to the desired angle. This allows for easy rotation between merchant and customer for signature capture or PIN entry.

5.2 Tilt Functionality

The stand can tilt up to 60°. To adjust the tilt, hold the terminal or the top part of the stand and gently push or pull it to achieve the optimal viewing angle for both merchant and customer. This feature is particularly useful for reducing glare or accommodating users of different heights.



Figure 5.1: Illustration of the stand's swivel and tilt capabilities.

6. Maintenance

The Castles VEGA3000 PIN Pad Terminal Stand requires minimal maintenance due to its durable steel construction and powder-coated finish.

- **Cleaning:** Wipe the stand regularly with a soft, damp cloth to remove dust and smudges. Avoid using abrasive cleaners or solvents, as these can damage the powder-coated finish.
- **Inspection:** Periodically check all screws and connections to ensure they remain tight and secure. Retighten if necessary.
- **Cable Management:** Ensure that the terminal's cables remain neatly routed through the flange cover and are not pinched or stressed.

7. Troubleshooting

This section addresses common issues you might encounter with your terminal stand.

Problem	Possible Cause	Solution
Stand feels wobbly or unstable.	Screws attaching stand to plate are loose, or plate is not securely fastened to countertop.	Ensure all screws connecting the stand to the square plate are tightened. If the plate is secured to the countertop, check those fasteners as well. Ensure the countertop surface is flat.
PIN Pad does not fit securely in the cradle.	Incorrect PIN Pad model, or not inserted correctly.	Verify that you are using a Castles VEGA3000 PIN Pad. Ensure the device is aligned properly and gently pushed into the cradle until it seats firmly. Do not force it.
Difficulty swiveling or tilting the stand.	Friction or obstruction.	Ensure no cables are caught in the swivel mechanism. The stand is designed for smooth movement; excessive force should not be required. If movement is stiff, check for any debris.

8. Specifications

Attribute	Detail
Model	VEGA3000 PIN Pad Terminal Stand
Brand	DCCStands
Compatibility	Castles VEGA3000 PIN Pad
Material	Stainless Steel
Finish Type	Powder Coated (White)
Product Dimensions (L x W x H)	8 x 8 x 7 inches (approximate, including base plate)
Pole Height	4 inches
Item Weight	3 pounds
Tilt Angle	Up to 60°
Swivel Angle	190°
Assembly Required	Yes (attaching stand to plate)
UPC	667758702367

9. Warranty and Support

For information regarding product warranty, technical support, or replacement parts, please contact DCCStands directly through their official website or the retailer from whom you purchased the product. Please have your product model number (VEGA3000) and UPC (667758702367) available when contacting support.

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